

# HR Services Officer

1



## Grade Contract

**G Homeworker 1**

**Head of Human Resources and L&D**



**People Shared Services Manager**



**HR Services Team Leader**



**HR Services Officer**

**Department**

**People → HR Shared Services**

## Role Overview

Providing a first class, operational HR service delivery across the business. Advising and supporting line managers in all employment related matters.

Responsible for all aspects of HR and recruitment transactions, providing responses to telephone and written enquiries, and maintaining strong relationships with customers.

Working with the wider HR team to support the effective delivery of people management activity at YHG.

## RESPONSIBILITIES

- Provide advice and support to managers and employees on matters of employment terms and conditions, policies, procedures, pay and legislative queries.
- Provide 1st line advice and support to line managers on all employee relations matters (disciplinary, grievance, performance, health & well-being, sickness absence) demonstrating good quality discussions and the confidence to escalate only when needed. Support all case work, ensuring managers fully document and action in line with the Group's HR processes and procedures.
- Provide advice and support to managers in dealing with sickness cases (short-term and long-term), ensuring written correspondence to employees (where necessary) and service providers (i.e. Occupational Health), and signposting to further support services.
- Manage end-to-end recruitment activities in compliance with the Group's procedures, maximising the use of all mediums of recruitment to ensure successful appointments.
- Ensure line managers utilise and follow YHG policies and procedures in all people related activities
- Ensure all relevant documentations are collated, checked and stored correctly in line with the agreed HR processes, ensuring compliance with the internal audit and evidence requirement.
- Ensure all HR systems are updated timely (Documotive, Open HR) with business stream activities to enable the production KPI and people metrics. Support with the generation of reports from HR systems to establish people data and metrics.
- Ensure all HR transactions / activities carried out and the employee data held in line with the Group's policy and procedures remain compliant with Data Protection legislation.

## Our values



- Work collaboratively with Payroll and Reward to ensure that information is shared, and employee records are current and accurate in line with instructions from the wider people team and business.
- Provide administrative support across the wider people team including Recruitment, Reward, L&D, ER and Payroll. Support on/be a key part of people related projects to ensure delivery against people strategy and workforce plans.
- Undertake additional duties appropriate to the role and/or grade.

## ESSENTIAL REQUIREMENTS

- ✓ Demonstrable experience working in a busy HR environment, advising on recruitment and managing a range of employee relations cases (e.g. discipline, sickness absence, employee welfare, capability, investigations, grievances).
- ✓ Experience of advising and guiding first line Managers and other customers on HR issues.
- ✓ Experience of contributing to the development and implementation of people policies, guidelines and underpinning HR processes to suit operational needs.
- ✓ Experience of working within a regulated environment with knowledge and understanding of compliance.
- ✓ GCSE Maths and English at Grade C or above (or equivalent)

## STRENGTHS

- Demonstrate a high level of integrity and resilience
- Ability to consider the impact of decisions on others and offer alternative solutions within procedure
- Excellent written and verbal communication skills, able to present clear and concise explanations to staff at all levels.
- Good time management skills and able to manage own work activity in a planned manner
- Up-to-date knowledge of employment law and its application workplace
- Ability to commit to the values of the Group
- Self-motivated, and demonstrates drive and enthusiasm
- Seeks ways to continuously learn and develop
- Positive team player with a “can do” attitude
- Ability to build effective working relationships with key stakeholders
- Ability to provide service to a range of different customers

## BENEFICIAL TO THE ROLE

- Certificate in Human Resources Practice CIPD Level 3 (or working towards)
- Knowledge of Human Resource Information Systems (HRIS)
- Knowledge of document management systems
- Access to a vehicle to travel to customer sites when required